



## Self-Catering Holiday

### Standard Terms and Conditions

#### Recitals

CK is Calvert Kielder the trading name of Northumbria Calvert Trust

'We' 'Us' 'Our' is CK

'Customer' is the person or organisation liable for payment

'You' 'Your' 'Yours' is the customer

'The Parties' are CK and the Customer

Guest is the person receiving services

'Booking' is the contract

#### 1. Booking

Provisional bookings will be held for a maximum of 14 days from the date we agreed your request. No guarantee of continuing availability is made beyond 14 days.

Once your booking is confirmed by us, our standard terms and conditions will apply and a binding contract between the parties, subject to the provisions that follow and English Law, will come into existence from the date indicated. The parties agree to submit any dispute to the exclusive jurisdiction of the Courts of England and Wales. Should any part of this contract be deemed to contravene English Law such contravention shall not invalidate the other elements of this contract.

#### 2. Payment

The balance of hire payment, minus any deposit paid, is due no later than 42 days prior to the start of your stay. If the booking remains unpaid in full by this date CK reserves the right to either apply a 5% surcharge or cancel the booking (see also paragraph 3 below).

It is the person making the booking who is deemed responsible for full payment. In the case of bookings made by Organisations the Organisation is deemed liable.

### 3. Cancellation

#### If CK cancel a booking

CK may cancel a booking for which the full payment has not been received by the times specified in these terms and conditions. In these circumstances we will apply the cancellation charges as set out below under "If you cancel a booking".

If we have to cancel a booking due to circumstances attributable to us (except where section 6 applies), a full refund will be made and neither party shall have any further claim against the other.

#### If you cancel a booking

If a booking is cancelled the following cancellation charges apply;-

Up to 70 days prior to arrival no penalty

69 to 22 days prior to arrival 50% of the total cost of the holiday

21 days or less prior to arrival 100% of the total cost of holiday

If part of a booking (number of places or dates of stay) is cancelled the above terms apply to the part cancelled.

Cancellations can be made by email at [enquiries@calvert-kielder.com](mailto:enquiries@calvert-kielder.com) , by telephone - 01434 250232 or in person, during office hours (Mon – Fri 9am – 5pm).

Your cancellation will be acknowledged by us in writing upon receipt.

**All guests are strongly advised to ensure that they purchase their own comprehensive travel insurance that includes cancellation, personal accident and personal belongings cover for the duration of their visit.**

### 4. Bookings Include

Chalet, light and heat

From 1 February to 30 November, access to Centre facilities, including hydrotherapy pool, sauna, dining room, sensory room and bar, are all subject to availability.

### 5. Arrival and departure times

Arrival is from 5.00pm and departure by 9.00am. We ask that the chalet is left how you found it upon arrival.

## **6. Force majeure**

Calvert Kielder will not be responsible for the failure to provide facilities contracted in the event of it being prevented, hindered or delayed from doing so as a result of "Force Majeure" or any other event or circumstance beyond its control. This includes, pandemic, epidemic, quarantine measures, travel restrictions, government actions preventing the execution of the contract, riot, war, invasion, civil disobedience or disturbance, act of foreign enemies, hostilities (whether war be declared or not) acts of terrorism, civil war, rebellion, revolution, insurrection of military or usurped power, orders or regulations issued by central or local government, requisition or compulsory acquisition by any governmental or competent authority, ionising radiation or contamination, radio activity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radio-active toxic explosive or other hazardous properties of any explosive assembly or nuclear component, pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds, earthquakes, tsunami, typhoon, hurricane, flood, fire or other physical natural disaster, strikes at national level or industrial disputes at a national level, or strike or industrial disputes by labour not employed by the affected party, its subcontractors or its suppliers and which affect an essential portion of the works but excluding any industrial dispute which is specific to the performance of the works or this contract. Calvert Kielder will not be responsible for any loss or damage or costs or refund as a result.

Calvert Kielder recognises that events of this nature are rare and we will re-instate our obligations under our contract with you once the event has passed.

## **7. Breakages Damage and Losses**

If you break, damage or lose chalet property you should inform reception. Alternatively, you may make a note and leave it in the chalet for the housekeeper. All breakages damage and losses will be charged for.

If on arrival you find any broken damaged or missing items please inform reception.

## **8. Guests**

Calvert Kielder is anxious to ensure that all guests enjoy their stay. However, where a guest causes disturbance to others or otherwise spoils the holiday of other guests e.g. through anti social behaviour, they will be asked to leave. No refunds will be payable.

## **9. Dogs and Pets**

Up to two dogs (no puppies) are allowed in designated chalets only.

- Dog(s) must not be left in the chalet unattended at any time.
- Dog(s) must be kept on leads in the grounds.
- Dog(s) must not be allowed on furniture or beds and suitable protections for carpets should be provided.
- Any "accidents" inside the chalet must be reported to reception immediately.
- Any excess mess in the chalet will be charged for.
- All fouling in the grounds must be bagged and binned.

Failure to observe the above may result in guests being asked to leave the site.

**Under no circumstances are dogs allowed in any other chalet.**

There is an additional charge for dogs but not for Registered Guide and Assistance Dog, Please be aware our staff will ask for proof of registration.

Dogs named under the Dangerous Dogs Act 1991 as amended from time to time are not allowed.

Pets other than dogs are not permitted unless prior written agreement has been given.

**10. Additional conditions**

Only registered guide and registered assistance dogs are allowed in our main centre. Please be aware our staff will ask for proof of registration.

Calvert Kielder is unable to accept responsibility or liability for guests' property.

**If you require this in large print or other formats please call 01434 250232.**